

# OVR FAQs

Q: Who do I contact if I have a problem with the OVR service?

A: For problems related to your login email and password you may

- Contact DOC Elmwood/CCW visiting by phone at (408) 957-5900 or
- Send an email to [ovrsupport@doc.sccgov.org](mailto:ovrsupport@doc.sccgov.org), please include your first, last name, email address, phone number.

For other problems in using the service, you may

Send an email to the Webmaster by clicking on the link “Contact Webmaster” at the bottom of the screen or [ovrsupport@doc.sccgov.org](mailto:ovrsupport@doc.sccgov.org). Include your contact information, a brief description of the problem and time when you were using the service.

You can expect to get a response within 48 hours excluding weekends and holidays.

Q: If I registered in person, whom do I contact to get my login information?

A: You may contact DOC Elmwood/CCW visiting by phone at (408) 957-5900 or send an email to [ovrsupport@doc.sccgov.org](mailto:ovrsupport@doc.sccgov.org), please include your first, last name, email address, phone number.

You can expect to get a response within 48 hours excluding weekends and holidays.

Q: I forgot my login email, whom do I contact to get my login information?

A: You may contact DOC Elmwood/CCW visiting by phone at (408) 957-5900 or send an email to [ovrsupport@doc.sccgov.org](mailto:ovrsupport@doc.sccgov.org), please include your first, last name, email address, phone number.

You can expect to get a response within 48 hours excluding weekends and holidays.

Q: If I registered in person, do I need to register again to use OVR service?

A: No, the DOC staff has already registered you in the system. After you have received your login information, you can log in the system.

Q: I made some appointments in person and want to make more appointments using the OVR service. Can I do this?

A: Yes, you can log in the system and schedule more visits. The system knows about the visits you scheduled in person.

Q: Do I need to submit my registration application for each inmate I want to visit?

A: No, you need to submit your registration application only one time. After the application is approved, you can schedule visits with any inmate housed at either the Santa Clara County Elmwood Correctional Facility or the Correctional Center for Women (CCW).

Q: I am an approved visitor, my ID type and number have changed, I was using the OVR service to update my registration, but the system does not let me change my ID type and ID Number.

A: You may contact DOC Elmwood/CCW visiting by phone at (408) 957-5900 to update this information.

Q: I received an email stating that my application to make appointments to visit an inmate at Santa Clara County Jail has been denied. Whom should I contact to get more information?

A: You may contact DOC Elmwood/CCW visiting by phone at (408) 957-5900.

Q: Can I schedule visits for an inmate housed at the Santa Clara County Main Jail using this service?

A: No, please call (408) 299-2438 for information about visiting at Main Jail.

Q: Why am I not able to make more than one visiting appointment at a time?

A: You need to complete scheduling one visit, after that you can schedule another visit.

Q: I am trying to sign-up and get an error that the email address I am using already exists in the system with a different password? I do not remember signing up to use OVR service before, how can this happen?

A: May be you registered in person and DOC staff registered you in the OVR service. If the login email address belongs to you, then you can use "Forgot My Password" and your updated password will be emailed to you. Alternatively, you may choose to use a different email address for login email.